

Wisconsin Medicaid and BadgerCare update

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PHC 1770

Wisconsin Medicaid and BadgerCare Information for Providers

To:

All Providers

HMOs and Other
Managed Care
Programs

Prior authorization requests may now be faxed

Effective immediately, Medicaid providers have the option of submitting prior authorization (PA) requests by fax. Once a faxed PA request is reviewed and if the provider's fax number is supplied, Wisconsin Medicaid will notify the provider of the decision by fax. All decisions to PA requests are made within the timeframes outlined in the Prior Authorization section of the All-Provider Handbook. Wisconsin Medicaid will continue to accept PA requests submitted by mail.

Faxing prior authorizations

To help expedite prior authorization (PA), Wisconsin Medicaid has implemented a new process whereby providers can exchange PA information with Wisconsin Medicaid by fax. Providers who wish to continue submitting PA requests by mail may do so.

Effective immediately, providers may fax PA requests to Wisconsin Medicaid at (608) 221-8616. Faxing PA requests makes it possible for Wisconsin Medicaid to receive them sooner and may eliminate one to three days of mail time. Prior authorization requests sent to any Wisconsin Medicaid fax number other than (608) 221-8616 may result in processing delays.

To avoid delayed adjudication caused by duplicate processing, *do not* fax a PA request

and then send the original paperwork, such as the carbon PA request form, by mail.

Confidentiality

To help safeguard the confidentiality of patient health care records, providers should include a fax transmittal form containing a confidentiality statement as a cover sheet to all faxed PA requests. Attachment 1 of this *Update* contains a sample fax transmittal form including a confidentiality statement.

Reminder: Always use new prior authorization request forms for each new prior authorization request

Wisconsin Medicaid requires providers to submit each *new* request for PA on a *new* PA request form so that the request is processed under a *new* PA number. Since the PA number is used to identify a single PA request, do not photocopy this form for other requests. This requirement applies whether the PA request is submitted by fax or by mail.

Required forms and supporting documentation

Wisconsin Medicaid is not changing the forms or supporting documentation required for PA requests. Providers are still required to submit all forms and documentation together—*do not* fax the forms and then mail the supporting documentation separately.

Prior authorization requests containing X-rays, dental molds, or photos as documentation may not be faxed; they must be mailed. All PA requests submitted by mail will follow the current procedures for such items as found in the All-Provider Handbook.

Response back from Wisconsin Medicaid

Once Wisconsin Medicaid reviews a PA request, Wisconsin Medicaid will fax one of three responses back to the provider:

- “Your request(s) has been adjudicated. See attached PA request(s) for the final decision.”
- “Your request(s) requires additional information. See attached PA request(s). Fax the requested information with the same PA form immediately to expedite the finalization of your request.”
- “We are unable to read your faxed PA request. Please resubmit the same PA request.”

If the provider does not indicate his or her fax number on the fax transmittal form, Wisconsin Medicaid will mail the decision back to the provider. All decisions to PA requests are made within the timeframes outlined in the Prior Authorization section of the All-Provider Handbook. The PA section also contains general information on procedures for modified and returned requests. Providers should refer to their service-specific handbooks for PA information specific to their provider type.

For more information

Attachment 2 contains a checklist of important items to remember when faxing PA requests to Wisconsin Medicaid.

Call Provider Services at (800) 947-9627 or (608) 221-9883 with questions about PA or the new fax procedures.

This *Update* applies to fee-for-service Medicaid providers only. If you are a Medicaid HMO network provider, contact your managed care organization for more information about its PA procedures. Wisconsin Medicaid HMOs are required to provide at least the same benefits for enrollees as those provided under fee-for-service arrangements.

The *Wisconsin Medicaid and BadgerCare Update* is the first source of program policy and billing information for providers.

Although the *Update* refers to Medicaid recipients, all information applies to BadgerCare recipients also.

Wisconsin Medicaid and BadgerCare are administered by the Division of Health Care Financing, Wisconsin Department of Health and Family Services, P.O. Box 309, Madison, WI 53701-0309.

For questions, call Provider Services at (800) 947-9627 or (608) 221-9883 or visit our Web site at www.dhfs.state.wi.us/medicaid/.

Once Wisconsin Medicaid reviews a PA request, Wisconsin Medicaid will fax one of three responses back to the provider.

ATTACHMENT 1

(To be printed on letterhead)

FAX TRANSMITTAL

Date: _____

To: Wisconsin Medicaid / Prior Authorization Unit

Phone number: (800) 947-9627 or (608) 221-9883

Fax number: (608) 221-8616

Total number of pages including cover sheet: _____

From: _____

Phone number: _____

Fax number: _____

Message:

Confidentiality: This facsimile transmission is intended only for the use of the individual or entity to which it is addressed. It may contain information which is privileged, confidential or exempt from disclosure under applicable law. If you have received this communication in error, please notify the sender immediately by telephone at the number listed above.

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ATTACHMENT 2



Checklist to assist providers faxing PA requests to Wisconsin Medicaid

Remember to...

- ✓ Fax your PA request to **(608) 221-8616**.
- ✓ Use a new PA request form if it's a new request for PA.
- ✓ Send all forms and documentation together. Do not fax forms and mail supporting documentation separately.
- ✓ Review the supporting documentation for faxability. (Remember, PA documentation such as X-rays, dental molds, and photos cannot be faxed.)
- ✓ Include all required forms and supporting documentation.
- ✓ Include your fax number on the PA request form.

Call Provider Services at (800) 947-9627 or (608) 221-9883 with questions.